



Legislation Text

File #: 24-294, Version: 1

Memorandum

Date: April 2, 2024

To: The Honorable Lake County Board of Supervisors

From: Elise Jones, Director Lake County Behavioral Health Services

Subject: Presentation of Lake County Behavioral Health Services' External Quality Review Organization Report for Fiscal Year 2022-23.

Executive Summary:

As required by Title 42, Code of Federal Regulations, Part 438, Subpart E, the Department of Health Care Services contracts with an External Quality Review Organization (EQRO). The EQRO conducts reviews of Mental Health Plans (MHPs) to analyze and evaluate information related to quality, timeliness, and access to Specialty Mental Health Services (SMHS) provided by California's 56 MHPs and/or their subcontractors to Medi-Cal beneficiaries. California EQRO for the Medi-Cal SMHS Program is Behavioral Health Concepts (BHC), Inc.

EQRO reviews consist of site visits, consumer (beneficiary) and family member focus groups, MHP and provider staff focus groups, data analysis and reporting, information system reviews, and the evaluation of MHP Performance Improvement Projects (PIPs). A PIP is a focused effort to improve specific administrative or clinical performance in order to improve access to and quality of SMHS. MHPs maintain at least two active PIPs at a time with one focusing on a clinical area and the other on a non-clinical area.

Each EQRO review is summarized in an individualized MHP report. Information included in individualized MHP reports is also included in an annual statewide summary report. In addition to individualized MHP reports and the annual statewide summary report, BHC publishes quarterly PIP reports. EQRO reports are published on the [BHC Internet Web site and can be viewed under the Reports and Summaries Tab <http://www.caleqro.com/>](http://www.caleqro.com/).

If not budgeted, fill in the blanks below only:

Estimated Cost: N/A Amount Budgeted: _____ Additional Requested: _____ Future Annual Cost: _____

Purchasing Considerations (check all that apply):

☒ Not applicable

- ☐ Fully Article X <https://library.municode.com/ca/lake_county/codes/code_of_ordinances?nodeId=COOR_CH2AD_ARTXPU_S2-38EXCOBI>- and/or Consultant Selection Policy <http://lcnet.co.lake.ca.us/Assets/Intranet/Policy/Policies+26+Procedures+Manual/Ch4_2021v2.pdf>-Compliant (*describe process undertaken in "Executive Summary"*)
- ☐ Section 2-38 <https://library.municode.com/ca/lake_county/codes/code_of_ordinances?nodeId=COOR_CH2AD_ARTXPU_S2-38EXCOBI> Exemption from Competitive Bidding (*rationale in "Executive Summary," attach documentation, as needed*)
- ☐ For Technology Purchases: Vetted and Supported by the Technology Governance Committee <<http://lcnet.co.lake.ca.us/Assets/Intranet/Intranet+Forms/Information+Technology/AdvPlan.pdf>> ("Yes," if checked)
- ☐ Other (*Please describe in Executive Summary*)

Consistency with Vision 2028 <<http://www.lakecountycalifornia.gov/Government/Directory/Administration/Visioning/Vision2028.htm>>

(check all that apply):

- | | | |
|--|--|--|
| ☐ Well-being of Residents | ☒ Not applicable | |
| ☐ Economic Development | ☐ Public Safety | ☐ Disaster Prevention, Preparedness, Recovery |
| ☐ Community Collaboration | ☐ Infrastructure | ☐ County Workforce |
| | ☐ Business Process Efficiency | ☐ Clear Lake |

Recommended Action: Presentation of Lake County Behavioral Health Services' External Quality Review Organization Report for Fiscal Year 2022-23.